

IN THE CLAIMS

Claims 1-24 (cancelled)

1 25. (previously presented) A method for using an enterprise service delivery
2 technical model to develop a technical framework to provide Systems Management
3 services to a customer, comprising the steps of:

4 identifying a Systems Management solution scope specific to an information
5 technology environment of the customer;

6 inventorying existing information technology and Systems Management
7 components supporting the information technology environment of the customer that
8 are within the Systems Management solution scope;

9 mapping the existing information technology and Systems Management
10 components supporting the information technology environment of the customer to
11 architectural building blocks of a predetermined enterprise service delivery technical
12 model;

13 identifying which architectural building blocks of the predetermined enterprise
14 service delivery technical model are required to deliver the Systems Management
15 services to the customer in accordance with the Systems Management solution scope;
16 and

17 mapping the inventoried existing information technology components that
18 were mapped to the architectural building blocks of the predetermined enterprise
19 service delivery technical model to the architectural building blocks of the
20 predetermined enterprise service delivery technical model that were identified as
21 required to deliver the Systems Management services in accordance with the Systems
22 Management solution scope, this mapping step resulting in a list of design objects and
23 relationships between the design objects that will deliver the Systems Management
24 services in accordance with the Systems Management solution scope.

1 26. (previously presented) The method as recited in claim 25, wherein the
2 architectural building blocks and defined relationships between the architectural
3 building blocks are a function of a set of predefined principles and key requirements.

1 27. (previously presented) The method as recited in claim 25, wherein
2 relationships between the architectural building blocks are arranged in predefined
3 logical levels.

1 28. (currently amended) A computer program product [[adaptable]] for
2 storage on a computer readable medium, the computer program product operable for
3 creating an information technology technical architecture comprising the program
4 steps of:

5 identifying a Systems Management solution scope specific to an information
6 technology environment of the customer;

7 inventorying existing information technology and Systems Management
8 components supporting the information technology environment of the customer that
9 are within the Systems Management solution scope;

10 mapping the existing information technology and Systems Management
11 components supporting the information technology environment of the customer to
12 architectural building blocks of a predetermined enterprise service delivery technical
13 model;

14 identifying which architectural building blocks of the predetermined enterprise
15 service delivery technical model are required to deliver the Systems Management
16 services to the customer in accordance with the Systems Management solution scope;
17 and

18 mapping the inventoried existing information technology components that
19 were mapped to the architectural building blocks of the predetermined enterprise
20 service delivery technical model to the architectural building blocks of the
21 predetermined enterprise service delivery technical model that were identified as
22 required to deliver the Systems Management services in accordance with the Systems

23 Management solution scope, this mapping step resulting in a list of design objects and
24 relationships between the design objects that will deliver the Systems Management
25 services in accordance with the Systems Management solution scope.

1 29. (previously presented) The computer program product as recited in
2 claim 28, wherein the architectural building blocks and defined relationships between
3 the architectural building blocks are a function of a set of predefined principles and
4 key requirements.

1 30. (previously presented) The computer program product as recited in
2 claim 28, wherein relationships between the architectural building blocks are arranged
3 in predefined logical levels.